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AUDITOR-CONTROLLER

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DEPARTMENT OF AUDITOR-CONTROLLER**

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May 4, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – DREAM HOME  
CARE INC., SITES 1, 2 & 3**

We have completed a review of Dream Home Care Group Homes 1, 2 & 3 (Group Home or Agency) operated by Dream Home Care, Inc. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Dream Home Care #1 Group Home is a six bed facility, which provides care for girls ages 9-17 years who exhibit behavioral, social and emotional difficulties. Dream Home Care #2 and Dream Home Care #3 Group Homes are six-bed facilities, which provide care for boys ages 9-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Dream Home Care #1 Group Home was providing services for six Los Angeles County DCFS children; Dream Home Care #2 Group Home was providing services for five Los Angeles County DCFS children; and Dream Home Care #3 Group Home was providing services for six Los Angeles County DCFS children.

Dream Home Care Group Homes are located in the Fourth District.

**Scope of Review**

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review.

*"To Enrich Lives Through Effective and Caring Service"*

Interviews with children were designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency was providing the services outlined in their Program Statement. The Agency needs to address some areas where improvements are needed. Dream Home Care #1 needs to maintain comprehensive Needs and Services Plans; and Dream Home Care #2 and Dream Home Care #3 need to make improvements to their facilities.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children Services Group Home Ombudsman within 20 business days from the date of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Paul Higa, Chief Probation Officer  
Cora Manalang, Executive Director, Dream Home Care Inc.  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**Dream Home Care  
Site #1 Group Home  
3720 Gardenia Avenue  
Long Beach, CA 90807  
Phone: (526) 989-1884  
License No.: 197803967  
Rate Classification Level: 11**

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

The Dream Home Care #1 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

The treatment team developed and implemented the Needs and Services Plan (NSP) with input from the child. The NSP is current; however, the plan is not comprehensive, and does not include long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSP.

### **Recommendations**

- 1. Dream Home Care #1 management maintain comprehensive Needs and Services Plans that are, specific, measurable, attainable, realistic, time limited, and include short and long term goals.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for two case files**

**Sample size for interviews: Two**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Dream Home Care  
Site #2 Group Home  
3720 Elm Avenue  
Long Beach, CA 90807  
Phone: (526) 989-9151  
License No.: 197801372  
Rate Classification Level: 11**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

The Dream Home Care #2 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, there are a few areas in need of repair. The front doorbell is not working; the wall in the living room had spots, and was in need of painting; and in the residents' front bathroom, the towel rack over the bathtub was broken.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom two, the wall paper is torn and needs to be repaired and/or replaced. In bedroom three, the dresser drawers had missing and/or broken knobs.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

**1. Dream Home Care #2 management:**

- a. Repair/replace the front door bell and maintain in good repair.**



- b. Paint the living room walls.**
- c. Repair/replace the broken towel rack.**
- d. Repair/replace the torn wall paper in bedroom two.**
- e. Replace all broken and/or missing dresser drawer knobs.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

The treatment team developed and implemented the Needs and Services Plan (NSP) with input from the child. The NSP is current, comprehensive, and includes long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSP.

### **Recommendations**

**There are no recommendations for this section.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

**Recommendations**

**There are no recommendations for this section.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for two case files**

**Sample size for interviews: Two**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Dream Home Care  
Site #3 Group Home  
3590 Gaviota Avenue  
Long Beach, CA 90807  
Phone: (526) 989-1884  
License No.: 197800400  
Rate Classification Level: 11**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

The Dream Home Care #3 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, there was an iron burn mark on the carpet on the dining room floor.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom three, the dresser drawers had missing and/or broken knobs.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

**1. Dream Home Care #3 management:**

- a. Repair/replace the carpet in the dining room.**
- b. Replace all broken and/or missing dresser drawer knobs.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

The treatment team developed and implemented the Needs and Services Plan (NSP) with input from the child. The NSP is current, comprehensive, and includes long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSP.

### **Recommendations**

**There are no recommendations for this section.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for two case files**

**Sample size for interviews: Two**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.



The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**